










# MiScorecard Performance Summary

**Business Unit:** Bureau of Professional Licensing  
**Executive/Director Name:** Kimberly Gaedeke  
**Reporting Period:** Sep 2015

**Green** >90% of target  
**Yellow** >= 75% - 90% of target  
**Red** <75% of target  
**Date Approved:** 10/19/2015

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>Customer/Constituent</b>								
BPL-1	Licensing Division	Red		60.0%	35.3%	36.8%	Monthly	Calls Received / Answered within 5 Minutes
<b>Licensing and Permits</b>								
BPL-2	Licensing Division	Yellow		60.0%	50.1%	40.4%	Monthly	Licenses issued within 8 Weeks
BPL-3	Michigan Medical Marihuana Program (MMMP)	Green		95.0%	100.0%	100.0%	Monthly	Medical Marihuana Card Applications denied within 15 Business Days of Receipt of Application for those Ineligible (original applications).
<b>Complaint Processing</b>								
BPL-4	Regulatory and Compliance Division	Yellow		75.0%	67.4%	73.3%	Monthly	Percent of Complaints Drafted within 30 Days of Assignment
<b>Process Improvement</b>								
BPL-5	Regulatory and Compliance Division	Yellow		80.0%	63.5%	82.7%	Monthly	Health Code Investigations Completed within 0 - 90 Days
BPL-6	Regulatory and Compliance Division	Green		80.0%	93.2%	97.3%	Monthly	Health Code Investigations Completed within 91 - 120 Days
BPL-7	Regulatory and Compliance Division	Red		80.0%	19.6%	29.0%	Monthly	Occupational Code Investigations completed within 0 - 90 Days
BPL-8	Regulatory and Compliance Division	Red		80.0%	52.3%	35.0%	Monthly	Occupational Code Investigations Completed within 91 - 120 Days
BPL-9	Regulatory and Compliance Division	Green		80.0%	83.1%	71.7%	Monthly	Occupational Code Inspections Completed within 30 Days